



Imperial Society of Teachers of Dancing

Job Profile - Receptionist (Part time)

Fixed Term Contract

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

We are looking for a Receptionist to work from **Wednesday to Friday**, for 6 months to provide a range of efficient administrative and support services for the smooth running of Reception and the office building.

The job's focus is working within a team to assist with covering the Reception desk, provide the first response to building user queries, answering the main switchboard line and organising / supporting meeting room bookings.

This role will report directly to the Facilities Manager.

Key Responsibilities:

In addition to working closely with the Facilities Manager to assist with administration as and when required, the Receptionist will also be responsible for the following areas.

Reception:

- Covering the office Reception desk and main switchboard from **Wednesday to Friday** during the working day (9am to 5pm) and with an hour break (from 12-1pm) for lunch. Ensuring all calls are answered quickly and diverted efficiently, whilst providing a high level of customer service to both the callers and any visitors to the building.



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- Ensuring all visitors (and new staff) to the building have followed the ISTD policy on signing in, issuing visitor swipe cards, keeping a record of which card has been issued and running through a basic visitor introduction, (how to use the swipe card, the fire procedure and explaining where the facilities are in the building), for all visitors and new starters; and offering guests a hot / cold drink on arrival.
- Receive post on a daily basis, then sort and allocate to the most appropriate team via the internal post system (training will be given). Process outbound post so it is ready for collection.
- Assist the Facilities Manager with the booking of couriers (eg to collect or deliver office equipment to staff based remotely).
- Facilitate all aspects of meeting rooms bookings and administration in an effective, efficient, and time-sensitive manner to ensure high quality delivery. This will involve responding to booking requests, managing the meeting room diary, setting up the meeting room for visitors of internal meetings and providing refreshments.
- Assist with preparing and circulating the rota for Reception lunch cover, so that all staff are aware who should be covering. This will include contacting the team in the morning to remind them that it is their day to cover.
- Updating the telephone extension list, when new starters join and staff leave and saving in the shared drive for all staff to access.
- Assist with the office stock takes and stationary orders.
- Assist with Administration duties, during quiet periods / in between calls. An example may be adding claim forms from examiners on to the system.
- Make use of online tools such as *Microsoft Teams* and *Zoom*.

Facilities:

- Assist with opening up the building; this includes unlocking the building, deactivating the alarm and then actively walking around the building at the start of the day, reporting any faults or maintenance issues to the Facilities Manager by email.
- Making visitors aware of the weekly fire alarm testing, if this coincides with their visit.
- Assist with setting up of equipment (ie: overhead project / smart TV) and the chair configuration in the meeting rooms, which may be required for some meetings.
- Assist with watering the plants in the Reception area and Ground Floor meeting rooms and on a weekly basis, arranging to pick up milk for the office tea stations (three in total) and main kitchen area (shop located opposite the office).
- Assist with Contractors visiting the building to carry out work. This will include signing in contractors, issuing a temporary swipe card and being on hand to take information to then feedback to the Facilities Manager.
- In the Facilities Manager's absence, (such as on days working from home or on annual leave), issue equipment to new starters on their first day and collect equipment from staff leaving the Society on their last day. Ensuring that equipment is recorded appropriately within the inventory log and locked away for the Facilities Manager to check and then send on to IT.
- Occasionally assisting the Facilities Manager with moving office furniture (chairs / desks / computers), for building work, as and when required.
- An appointed ISTD First Aider and Fire Warden, (training will be provided).



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Person Specification

To take up the role of Receptionist, the individual will need to be engaged and motivated in the work and mission of the Society.

The Receptionist must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- Experience of working in, supporting Reception and / or Facilities.
- A wholehearted commitment to the mission of the Society.
- Ability and willingness to work flexibly, collaboratively, and autonomously with colleagues to provide an excellent service in all aspects of the role.
- Competent and confident working knowledge of *Microsoft Word* and *Microsoft Excel* (as minimum).
- Excellent communication and people skills both orally and in writing.
- Effective personal time-management skills leading to the delivery of outcomes in an efficient and time-sensitive manner.
- Experience of working with and/or a willingness and capacity to learn, a range of current online tools to support the role eg. *Microsoft Teams*, *Eventbrite*, *SurveyMonkey*, *Jotform*, *Zoom*, etc.
- A willingness to contribute ideas, thoughts and comments to enhance the workplace experience.

Advantage

- First Aid Trained.
- Fire Warden Trained.
- Any previous training or experience in Health and Safety and/or Facilities.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.

Working Hours

This is a part time role which is mainly office based, working in the office from **Wednesday to Friday** from 9am to 5pm, with a one-hour lunch break (12-1pm). Working hours may be adjusted to 8am to 4pm, or 11am to 7pm on occasions, to accommodate contractor visits or meeting room / studio bookings.

Flexibility to adjust hours to accommodate the above, will be required.

Additional Information

- This role will be offered on a Hybrid work basis; 2 days worked in the office (Wednesday and Thursday) and 1 day (Friday) can usually be worked remotely from home, once induction



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training is completed. ***This will be subject to the building opening on Friday to accommodate studio bookings, contractors on site or other staff using the building.***

- When working remotely, the postholder will be required to work from home in an environment with a high-speed broadband.
- The office remains open from Monday to Friday and is available for those who would prefer to work in the office environment or have difficulties working remotely.
- Hybrid working will be reviewed on an ongoing basis and employees may need to revert to homeworking, in line with any new government advice.
- More information on flexibility is available in the ISTD Hybrid Work Policy.

Remuneration

The annual salary for this position will be a Grade A – Assistants / Receptionists, (which ranges from £22,160 to £26,050), depending on experience. This will be pro-rata accordingly for the part time hours worked.

Additional Benefits

- **Flexibility;** this role can be worked on a Hybrid basis, (2 days in the office and then one day, Friday can usually be worked from home, *subject to studio bookings*). More information on flexibility is available in the ISTD Hybrid Work Policy.
- **25 days paid holiday** each year (plus the 8 public/bank holidays). In addition, 4 days between Christmas and New Year when our office building is closed; 37 paid days in total. This will pro-rata accordingly for the part time hours worked.
- **Season ticket loan** available.
- **Employer Pension Contribution** matched up to 8%. You will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).
- **Employee Assistance Programme**, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.
- **Virtual GP Service**, complimentary 24/7 unlimited access any day of the year. Book appointments, arrange private prescriptions and fit notes anywhere in the world. Second Medical Opinion available – for greater peace of mind. Also covers Dependents.
- **Funeral Concierge Service**, includes easy-to-use will writing tool. When help is needed, the 24/7 Advisors are one phone call away, ready to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.
- ISTD provides employees with **Life Insurance** benefit provided by MetLife. MetLife provides a death in service benefit, based on a multiple of three times your annual salary, bereavement and probate service to the family. This benefit is available to all employees after they have passed their probation and are below the age of 70 years.



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Training

The Receptionist will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their duties.

Fire warden and first aid training will also be provided for this role.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email:

hr@istd.org

Method of Application

To apply as a Receptionist please send a letter of application and CV to hr@istd.org. The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).